

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:) Conf. No.: 9867
Eric James)
)
Serial No.: 09/675,597) Filed: September 29, 2000
)
For: SYSTEM AND METHOD OF) Art Unit: 2614
 USING A PHONE TO ACCESS)
 INFORMATION IN A CALL)
 CENTER)
)
Primary)
Examiner: Phan, Joseph T.)
)

AMENDMENT

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

In response to the Office Action mailed October 28, 2009, please amend the application
as follows: